

HOW TO DEAL WITH LARGE NUMBERS OF COVID HOME TEST SAMPLING REQUESTS?

**ROAMLER CARE &
GGD GHOR NEDERLAND**



“

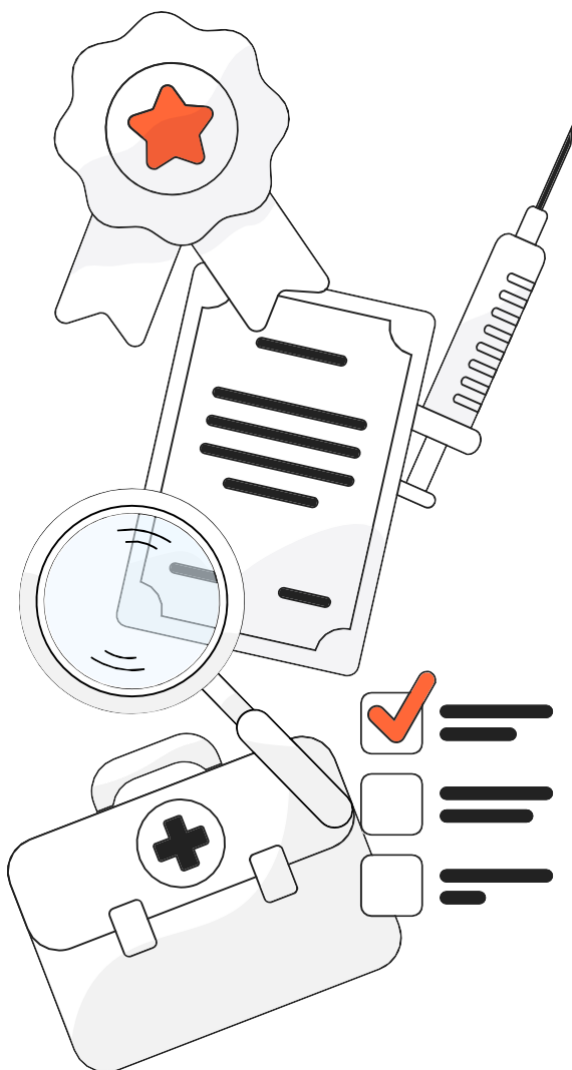


***THE FLEXIBILITY OF OUR
PLATFORM AND THE
ROAMLERS HAVE MADE THIS
PROJECT A HUGE SUCCESS.***

Christina de Wijn
Head of Operations at Roamler Care

”

GGD GHOR Nederland is the advocate for public health and safety in the Netherlands. As the umbrella branch organization of 25 Municipal Health Services (GGDs) and Regional Medical Assistance Organizations (GHOR), the organization continuously works to strengthen public health and safety in the Netherlands.



With the outbreak of the COVID-19 pandemic, large-scale testing proved essential. The GGDs were instructed to do this by the Ministry of Health, Welfare and Sport. GGD GHOR Nederland was the national contact point and supported the regions in setting up and executing this complex assignment. In order to be able to deal flexibly with requests for help from the regions, GGD GHOR Nederland has set up the National Service Desk (LST) for this purpose in 2020. The LST helps, among other things, with the supply of personnel, with the deployment of mobile units and with the construction and layout of temporary locations. The LST also helps with home sampling, in order to be able to test those for whom a visit to the test location is not possible.



With an immediate large number of home test sampling requests, the LST was faced with an enormous challenge. However, with a major shortage of healthcare staff and a high absenteeism rate, the LST immediately faced a huge challenge. A collaboration with Roamler, and thus the deployment of flexible healthcare professionals via the Roamler platform, turned out to be a good solution to deal with the large number of home samples in the regions.



**A COLLABORATION
WITH ROAMLER
TURNED OUT TO BE A
GOOD SOLUTION.**

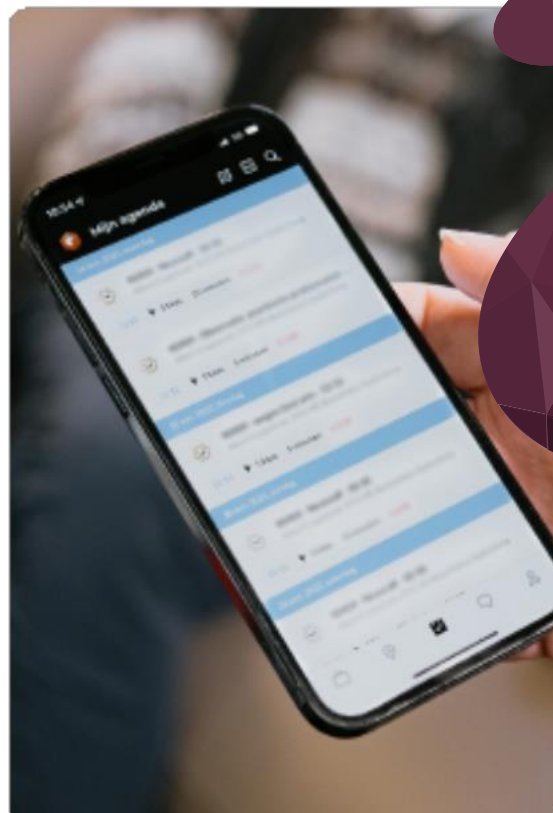
16.000 HOME TEST SAMPLES WITHIN TWO YEARS

To be able to sufficiently support the LST in the execution of the home samples, Roamler first built up a community of care providers. This community of 'Roamlers' consists of a large group of people who were eager to commit themselves to this project in the fight against the pandemic. Thanks to them, 16.000 regional home samples could be conducted in two years.

The Roamler Platform is used for the execution and handling of the home test samples. The platform makes it possible for the LST to properly describe and record procedures and assignments, by means of: (1) Guaranteeing agreements between implementers and the LST; (2) Payment and administrative settlement with the executors; (3) Ensuring the security of the data; (4) Recording processes; and (5) View of operational performance.

Christina de Wijn, Head of Operations at Roamler Care:

"The flexibility of our platform and the Roamlers have made this project a huge success. We are proud that in this way we have been able to contribute to the national health care in the pandemic."



ENSURING QUALITY OF WORK

Working with thousands of independent healthcare professionals can present challenges when it comes to quality control. A training course has therefore been developed for healthcare professionals, in collaboration with GGD GHOR Nederland, with their approved protocol as a guideline.



The training, consisting of an e-learning with test (preparation), a day of training on location and a half-day internship at a testing location (practice), offered - also for lateral entrants - the opportunity to commit to the project.

In addition, quality assurance took place on various points, including:

1. Communication with the client.
2. Prevention of infection/use of personal protective equipment (PBM).
3. The method of taking the test.
4. The follow-up of the protocol.

A VALUABLE, UNTAPPED LABOR POTENTIAL

Deploying a community of flexible healthcare professionals does not only offer a lot of support during crisis situations such as the Covid-19 pandemic. In a broader sense, it can also offer a solution for serious staff shortages and high absenteeism in healthcare.

"The project has also made us realize that we have a very valuable, untapped labor potential in the Netherlands; people who are willing and able to commit themselves to care when necessary. And it is necessary. Even when this pandemic is over," says Christina de Wijn.



OPPORTUNITIES FOR RE-ENTRANTS & LATERAL ENTRANTS

The Roamler app can lower barriers for potential lateral entrants and recent retirees. A good example of such a lateral entrant is Abdelhak Elboukili, a technician without a care background who has conducted a large number of home samples for the GGD GHOR Nederland project.



Abdelhak: "I started working via Roamler Care because I really wanted to make a difference during the pandemic. Working in healthcare gives me great satisfaction. I have now even started additional training as a social worker, because I found my calling through Roamler. Combining it with Roamler Tech works fine, because the communication between them is very clear."

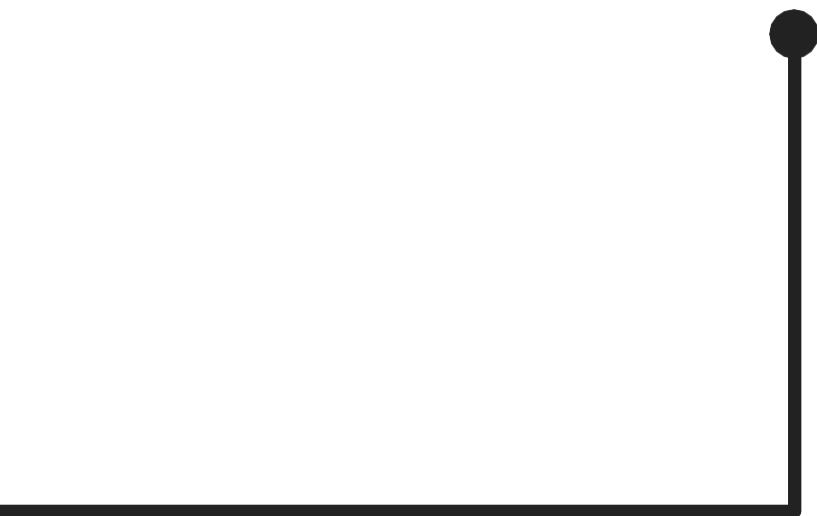


“

**THERE IS A LARGE
GROUP OF PEOPLE
WILLING TO COMMIT
THEMSELVES TO CARE
WHEN NECESSARY.**

”

Christina de Wijn
Head of Operations at Roamler Care





QUESTIONS?

Curious about how a flexible community of healthcare professionals can be a solution for your organization?

**Contact our experts! They will tell you
all about the possibilities.**

care@roamler.com

+31 20 82 025 80





VISIT [ROAMLER.COM](https://roamler.com)
FOR MORE
INFORMATION.